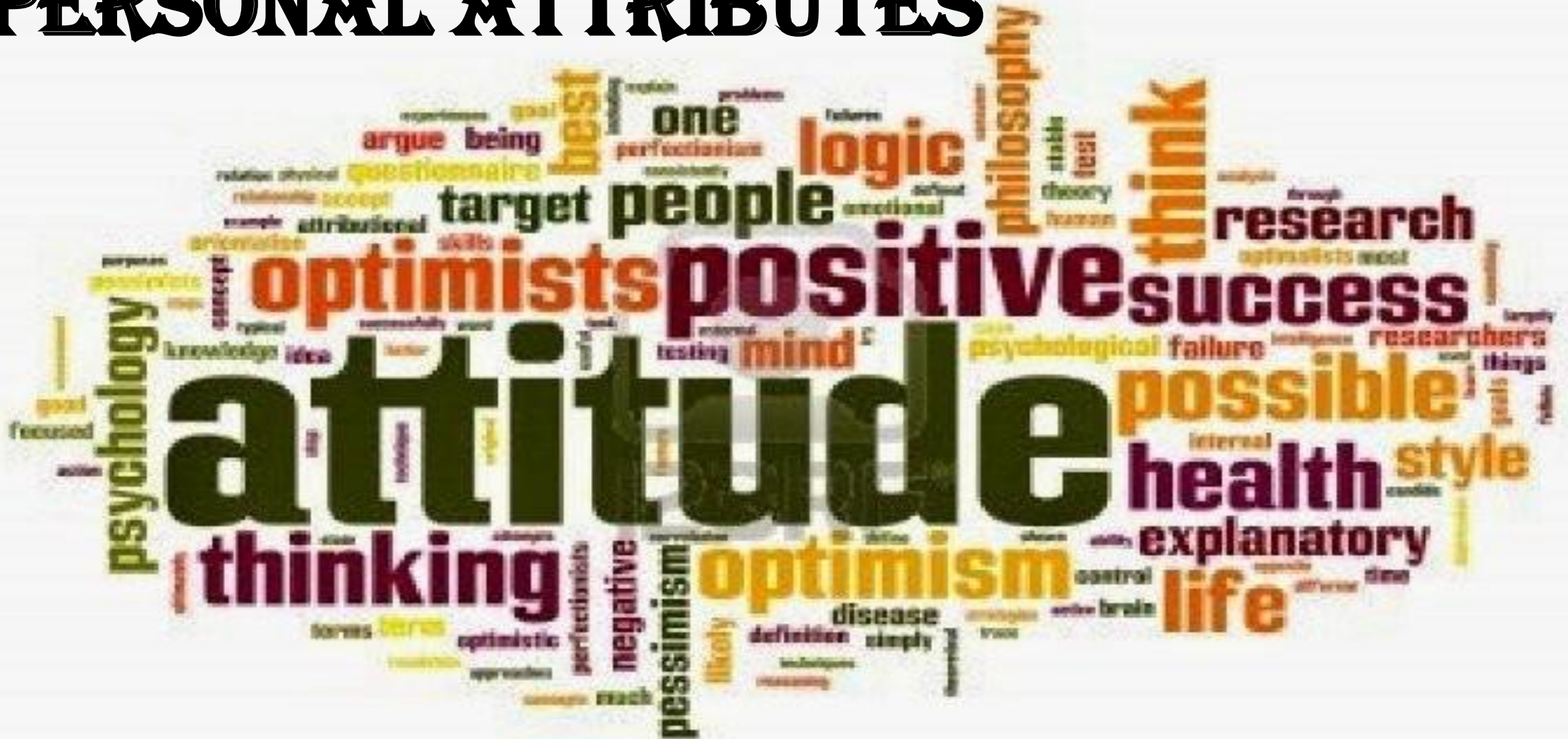




HOUSEKEEPING MODULE

**Prepared by:
Cheryl Yang**

PERSONAL ATTRIBUTES



PERSONAL ATTRIBUTES



pleasant personality	physical fitness	personal hygiene	eye details
cooperation	Adaptability	honesty	Courteous (有礼貌, 客气)
Right attitude	Calm behavior	Good memory	punctuality



Layout of the housekeeping department





PLEASANT PERSONALITY

- A housekeeper should have pleasant personality so that he / she can impress the guests that arrive in the hotel.
- His behavior should give a positive impact on the guests of the hotel.
- He should always welcome the guests with a smile and he should also be charming.
- The voice pitch should be maintained, it should not exceed the specified limit.

PHYSICAL FITNESS

- Most works are manual in nature.
- He / She should possess a strong heart & good feet.
- Housekeeping is a 24 x 7 service, they may need to handle heavy equipments.
- Physical fitness means a lot more in Housekeeping.



PERSONAL HYGEINE

- ❖ Clean hair and manicured fingernails.
- ❖ No body and mouth odor.
- ❖ Report to doctor in case of infections, cuts or bruises.
- ❖ Uniform of the staff should be clean and good looking.
- ❖ Housekeeping staff must maintain a high standard of personal hygiene as it reflects the hygiene standards of hotel.



GROOMING

- Absolutely essential for staff that comes in guest contact.
- Clean crisp uniform, light make up, fresh light cologne spray.
- No jewelry except for small tops and wedding ring.
- Hair tied in a bun or kept short.
- Dress code to be maintained as per the protocol of the particular organization.
- Uniform of staff must be well ironed and well tucked.





MEMORY

- ✓ Good memory is an essential asset in housekeeping staff, particularly when dealing with regular guests & repeat customers.
- ✓ A staff member who remembers a guest's like dislikes, needs, and wishes will be tremendous asset to the hotel.

PUNCTUALITY

- ❑ Punctuality is also important. If an employee is continually late for duty, it shows lack of interest in the work and a lack of respect for the management and guests.
- ❑ Respect for time during working hours will reflect on the employee's work and help to create an impression worthy of appreciation



HONESTY

- This is very essential attribute of housekeeping staff, especially room attendants who have direct access to guest room.
- Guest belonging sometimes valuables are found lying around in the rooms the temptation to theft are great, it is only the person quality discipline and integrity that checks this temptation.





EYE FOR DETAIL

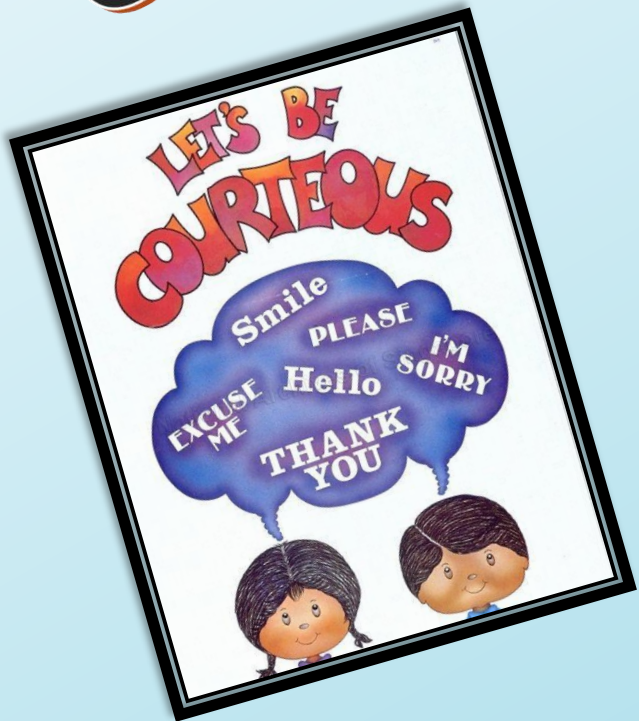
- Eye for detail is one of the foremost attributes that housekeeping staff must possess.
- They must be able to take into consideration minute details that a layman may let go unobserved.
- The power of critical observation is what distinguishes good services from average.
- Room attendants need to have an eye for detail in order to make up a flawless guestroom and housekeeping supervisors need to have a keen sense of observation to inspect these room for perfection.
- Furthermore, the whole property must be continually scrutinized by the housekeeping department for proper care and maintenance.

COOPERATION

- Cooperation Housekeeping staff must cooperate not only with each other, but also with the staff of other departments.
- This is absolutely essential, since housekeeping involves a lot of team-work for efficient functioning.
- If there is any lack of cooperation and coordination, it indirectly affects the guest and hampers efficiency.



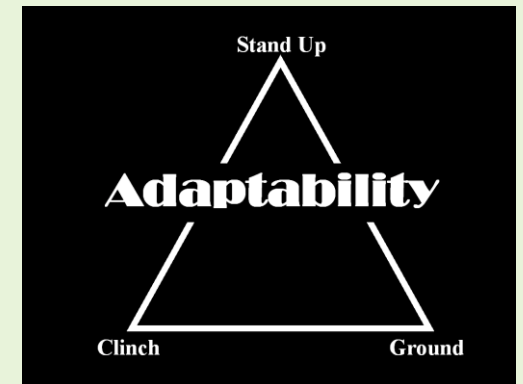
COURTESY



- A housekeeping employee should extend courtesy to both guest and colleagues.
- It is essential that while dealing with guests, the staff be humble and polite.
- Housekeeping staff should never argue with a guest and if they cannot deal with the situation, it should be referred immediately to a senior member of the team,
- Guests will always remember pleasant and charming staff, as this adds to the guest's positive experience in a hotel.

ADAPTABILITY

- This is an important quality in housekeeping staff. They should be willing to try out and experiment with new ideas.
- The entry of foreign hotel chains into India has brought about an immense sense of competition, due to which hotels in India are now trying out more innovative methods and materials in housekeeping.
- The staff should accept and adapt to change willingly and should welcome such innovations.

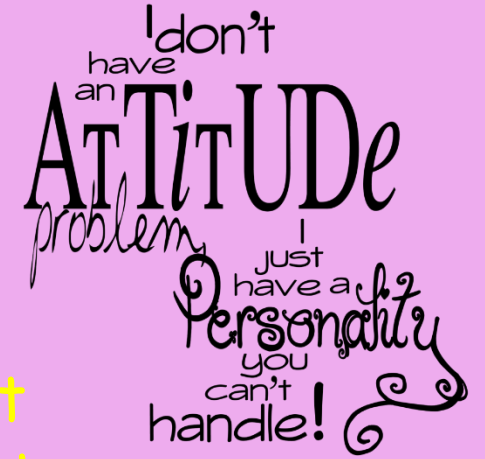


CALM BEHAVIOR

- Housekeeping staff may be faced with various kinds of emergency situations, and it is essential that they remain calm so as to do their best in coping with the problem in hand.
- If they panic during an emergency, their anxious behavior could become contagious and be passed on to guest and colleagues.
- A calm behavior helps employees to think rationally themselves and to display their presence of mind.

KEEP
CALM
AND
BELIEVE
IN
SCIENCE

RIGHT ATTITUDE



- ☺ Most manager agree that a candidate with the right attitude is more of an asset to them than a candidate who has the skills but the wrong attitude.
- ☺ The Candidate with good attitude displays an even temper, courtesy, and good humor, and does not betray displeasure even in the most difficult of times.
- ☺ They learn their mistakes and are always optimistic.
- ☺ The employee with the right attitude is proactive and anticipates the guests needs and wishes.

Roles of communication with other department



INTERDEPARTMENTAL COMMUNICATION

- Housekeeping is an integral part of the areas into which a lodging operation is divided.
- Housekeeping's primary communication takes place with the front office and engineering departments
- A strong relationship must exist with all the other departments

- Security
- Restaurant
- Reception
- Sales and marketing, Accounts
- Laundry
- Maintenance
- Hall porter
- Personnel
- Stores

